

Board Meeting Minutes

July 8, 2020

10:00 a.m.

Virtual Meeting

Present

David Connell, Chairman
Jeff Wigington, Secretary
Rachel Little
Bob Pierce
Britt Fleck
Jim Cole

Not Present

Jeff Markey, Vice Chairman
Wallace Coopwood

Also attending the meeting virtually were Cristina (Cris) Correia from the State Attorney General's Office and members of the DDS Staff.

Establish Quorum/Call to Order

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 10:01 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the June 10, 2020 Board meeting. Britt Fleck made a motion to approve the regular meeting minutes as presented; Bob Pierce seconded the motion with unanimous approval by the remaining Board members.

Commissioner's Report

The Commissioner welcomed the Chairman and members of the Board to the virtual meeting. He also welcomed the DDS staff and introduced the Board to Cris Correia from the AG's office. The Commissioner acknowledged waiver attendee, Georgia Irene Purser, and informed the Board that she was currently in our Headquarters Boardroom with a member of the DDS staff. She would address the Board at the appropriate time.

The Commissioner started with a few highlights. The agency is four months into responding to COVID-19 and has done a great job meeting customer demand. DDS has methodically logged every action that the agency has taken in response to the COVID-19 pandemic, every communication sent to staff, every Executive Order reviewed and shared with staff, and every major decision made as an agency in response to COVID-19. The Commissioner highlighted the exceptional work of the staff - from the Executive team to the frontline staff members and everybody in between. DDS has a group of unbelievably dedicated professionals that, despite this pandemic, has done everything possible to ensure that the agency responds to the public in a way that is safe, efficient, and meets the customer demand.

Commissioner Moore often says that, without DDS, customers are unable to do many things because they have to show proof of identity. Beyond assisting the driving public, DDS serves in so many roles, which is the importance of why we do what we do as an agency.

Commissioner Moore discussed the chart that depicts the daily, CSC customer transactions. This is a chart that shows the customers that have been coming into the office since April 1st and more importantly, it shows or tracks how methodically DDS has been each week. On June 30th, DDS served 13,665 customers in the centers. On a typical 13,000 day for example, in our busiest location, like Marietta, that would represent us serving about 1000 to 1200 people in that center. DDS is serving less than 700 in that location at its highest point and 600 in most cases. The customers are being spread out around the metro areas as well as around the state. The agency is getting customers in, but safely.

DDS gradually has been able to increase the number of in-person transactions week after week. The Commissioner is proud that the agency simply did not assume it could return to pre-COVID transaction volumes and serve the customers in the same manner. Customers primarily are being served by appointment, although accommodations must be made for those that do not have the ability to request one. Customers that arrive without an appointment are accommodated to the extent possible. Director Kecia Bivins, Deputy Director Pierre Miles, and the Field Operations team, do a marvelous job responding to customers.

The Commissioner updated the Board regarding the Department of Public Safety building that was vandalized a few days ago. The Chairman asked the Commissioner about the security of DDS buildings and what the agency has done to protect the buildings and staff. Cameras have been installed in about half of the centers around the state, especially those in metro Atlanta, and security guards are stationed in the Atlanta and Decatur CSCs. DDS had been appropriated funding for additional security guards prior to the pandemic, but had to forego the funding as part of the budget reduction process. In many cases, DDS investigators have offices in some of the CSCs. Investigators are a tremendous asset to the agency through their criminal investigative work, as well as their ability to help with situations requiring a first responder. Panic buttons are installed at all DDS locations, and given the great relationship DDS has with local law enforcement, officers typically are on the scene very quickly.

The Commissioner recognized CIO, Jeff Smith. IT quickly moved the agency into an even better position to provide services remotely. Jeff's leadership and solid understanding of the agency's needs has really helped the team, and the Commissioner wanted to let the Board know what a great job Jeff has done throughout the pandemic.

Jeff Smith (CIO) provided a COVID-19 IT update:

- Teleworking
 - The IT team deployed 60+ laptops (some permanent and some temporary) and placed orders for 50+ laptops for future business continuity.
 - IT implemented Microsoft Teams across the agency and deployed cameras to all CSCs for remote meetings.
- Social Distancing
 - Two new Call Center locations were created to allow for social distancing.
 - The DRIVES testing area was configured for 28 people.
 - Online reservations were created for all CSC services.
 - Platform 28 (Call Center software) was installed on over 100 desktops in the CSCs.
- Other
 - IT created over 230,000 extensions for drivers with credentials expiring before July 1, 2020 and created suspension extensions for drivers as needed.
 - IT staff also began work on integrating the State's chatbot into DDS operations.
 - Jeff ended with a few security updates.

Shevondah Leslie (Legislative Liaison) provided an update on the 2020 Legislation. All agency bills passed.:

- HB 463
 - Digital (Electronic) DL/ID –Allows customers to obtain an optional driver’s license and/or identification card which can be displayed on their mobile devices
 - Certified Mail –A cost saving measure that will allow DDS to send some notices via Certificate of Mailing
 - Reciprocity –Enhance the agency’s ability to establish reciprocal agreements with foreign political subdivisions that are not necessarily a country (ex. Canadian Provinces)
- HB 799
 - Limited Driving Permit -DUI (Drug) convictions now eligible to receive a limited driving permit
- HB 823
 - Human Trafficking – Lifetime disqualification for CDL drivers convicted of using a commercial motor vehicle to violate human trafficking laws

The Commissioner provided an update on the agency’s performance. DDS typically looks at customer volume on a year over year basis. Following COVID-19, customer volume began to drop off in March – May of 2020, as compared to the prior years but increased slightly in June, as DDS was able to serve more customers face to face. The Department has installed more than half of the protective glass partitions ordered to put a barrier between team members and the customers, which is something the agency has wanted to do for many years. COVID-19 required the agency to install them regardless of budget concerns. In addition to offering protection from COVID, they serve as a general security measure to allow staff to perform their duties with a higher comfort level.

Commissioner Moore provided an update on the number of online accounts being established by customers. Separating the numbers for new Mobile App and online accounts is difficult because a customer must go through Online Services for verification before adding a mobile account. Previously, that process was separate, but recently was combined. Therefore, the totals for new online accounts include the new Mobile App accounts as well. While DDS previously served about 34,000 customers online each month, that total increased to 76,000 in April and almost tripled to 111,734 in May. The original volume doubled in June with 64,000 being served online. While the total served during the prior 12 months was 416,169, that number was 357,406 for just the past six months. The transaction totals show roughly a 110% increase in online services overall during the pandemic, which is phenomenal. July 1st represents the eight-year anniversary of the agency becoming REAL ID compliant, so we are able to serve customers a lot more efficiently. The Board passed a tremendous measure last month that allowed customers over the age of 64 to submit eye exams remotely and utilize online services. The agency expects the number of online service transactions to continue to increase and change the very essence of the agency over the next several years.

The Commissioner ended his report with the results of the customer satisfaction surveys. The number of responses dropped over the last few months; however, the numbers increased to pre-pandemic levels in June, or about 8,000 responses. In June, roughly 52% of customers were utilizing renewal or lost license services in the centers. They would then receive a survey asking about the quality of the service.

- 95% responded the staff was courteous. The number is down from last year June, but we are a little more processed-oriented. Customers just can't walk into a center today as they could in the past. They are being triaged at the front of the building to ensure they have an appointment.
- Approximately 96% of respondents said the staff was knowledgeable, and that feedback ensures the staff is being trained appropriately.
- The agency certainly wants to ensure the facilities are cleaned adequately, and this number continues to be high.

Rules for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-1-1-.03** General Definitions (amended to General Administrative Definitions)
- ~~**375-1-1-.04** Final Agency Decisions in Administrative Hearings (repeal)~~
- **375-1-1-.06** Appeals for Hearings (new rule)
- ~~**375-1-6-.01** Appeals of the Denial, Revocation, Suspension, or Cancellation of Driver Improvement Licenses, or of the Imposition of a Civil Penalty Against an Owner or Instructor of a Driver Improvement Clinic (repeal)~~
- **375-3-1-.04** Licenses Restricted as to Use for Physical Impairment
- ~~**375-3-3-.04** Appeals of Withdrawals (repeal)~~
- **375-3-3-.12** Suspension of License for Failure to Appear
- **375-3-3-.22** Review of Withdrawals Resulting from Out-of-State Conduct
- ~~**375-3-5-.04** Hearing (repeal)~~
- **375-3-5-.09** Incapacitation Drivers; Procedure (amended to Medical Review Procedures for Persons Believed to be Incompetent or Unqualified)
- **375-3-5-.10** Applicants-Physical and Mental Conditions
- **375-3-6-.07** Denial and Withdrawal of Authority (amended to Denial and Withdrawal of Authority of Provider Centers or Devices)
- **375-3-6-.08** Hearing Procedures (amended to Ignition Interlock Provider Appeal)
- **375-3-7-.03** Departmental Hearings (amended to Safety Responsibility Appeals/Hearings)
- **375-5-1-.17** Suspension or Revocation of License of Clinic and/or Instructor
- **375-5-2-.22** Suspension or Revocation of License (amended to Contributing Factors to the Suspension, Revocation, or Cancellation of Driver Training School and/or Instructor Licenses)
- **375-5-2-.26** Fines (amended to Driver Training School or Limited Driver Training School Fines)
- **375-5-2-.32** Denial/Suspension/Revocation/Cancellation of Third-Party Testing Program Certification

- ~~375-5-2-.33~~ Suspension/Revocation and Appeal Procedures (repeal)
- ~~375-5-2-.34~~ Emergency Order (repeal)
- **375-5-3-.22** Suspension or Revocation of License (amended to Contributing Factors to the Suspension, Revocation, or Cancellation of Commercial Driver Training School and/or Instructor Licenses)
- **375-7-4-.05** Coach Trainer Qualifications
- **375-7-4-.07** MSP- Certified Private Sponsor Requirements

Jim Cole motioned to approve the initial rules for adoption; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

Rules for Final Approval

- **375-1-1-.01** Organization
- **375-1-1-.02** Service of Process
- **375-1-1-.05** Procedures for Requesting Rule Changes
- **375-3-1-.31** Satisfaction of School Requirements for Customers Under Age Eighteen (18)
- **375-3-3-.09** Extension of Temporary Driving Permits

Britt Fleck motioned to approve the final rules for adoption; Jim Cole seconded the motion with unanimous approval by the remaining Board members.

Citizen Waivers

1. Annie Lee Boyd – She is seeking a Georgia ID in the name of Annie Lee Boyd. She is 66 years old. She is missing her birth certificate (parents never filed). Her first name is misspelled on her marriage application and marriage license. She submitted her school records (father - Oscar Davis – Mother- Johnnie Davis), child's birth certificate (age at time of this birth-19), marriage license (spouse - Joseph Boyd, Jr.), children's birth certificates (maiden name – Davis – father – Joseph Boyd), payroll earnings, medical bill, Social Security (S/S) statement, S/S card, and Numident (father - Oscar Davis – Mother – Johnnie M. Wesley).

Bob Pierce motioned to approve the waiver; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

2. Georgia Irene Purser – She is seeking a Georgia driver’s license or ID in the name of Georgia Irene Purser. She is missing a marriage license to Richard Lee Dobson. She has used her middle name as her first name most of her life and is missing the document to change her first name. She submitted her birth certificate (father – Harold Benjamin Redmond – Mother’s maiden name – Ollie Brandt Thrash), child’s birth certificate (age at time of this birth-15 – father – Richard Lee Dobson), marriage license (spouse – Charles Ryan Redmon), child’s birth certificate (maiden name – Georgia Irene Redmond – age at time of this birth-20 – father – Charles Ryan Redmon), divorce decree (spouse – Charles R. Redmon), marriage license (maiden name – Redmond – spouse – Robert Allan Purser), US passport, three course diplomas, reference letter, requirements letter, counselor certificates, staff profile, S/S card, property deed, S/S statements, bank statement, identity affidavit & verification, sworn statement(signed by Suzanne Gaye Redmon-daughter), Medicare cards, professional summary, news articles and valid North Carolina license.

Bob motioned to deny the waiver; Jeff Wigington seconded the motion with unanimous denial by the remaining Board members.

New or Old Business

The next Board meeting will be held on August 12, 2020.

Adjournment

There was no further business to discuss; Chairman David Connell called for a motion to adjourn. A motion was made by Jim Cole and seconded by Britt Fleck with unanimous approval by the Board.

Respectfully Submitted,

Jeff Wigington

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